



## COMPLAINT PROCESS

### WHAT COMPLAINTS WILL BE INVESTIGATED?

To preserve the public trust, it is the policy of the Addison Police Department to investigate all complaints lodged against any police department employee. The basis for making a complaint against an employee may include, but is not limited to, incidents involving allegations of racial profiling, excessive use of force, rudeness and inappropriate use of authority.

### HOW TO INITIATE A COMPLAINT

You may call or come into the Addison Police Department at any time and request to speak to a supervisor regarding the inappropriate actions of any police employee. Supervisors are generally available seven days a week, twenty-four hours a day; however, if there is not a supervisor in the station at the time of your call, it may be necessary for you to leave a number where you can be contacted upon their return. All calls will be promptly returned.

The supervisor will gather the details of your complaint and determine, based on your description, the classification of the complaint based on the nature of the incident, departmental policy and applicable state and local laws. As each complaint is unique, your verbal explanation alone may be sufficient to generate an investigation/complaint into the actions of the employee. Depending upon the information received by the supervisor, you may be asked to provide a written statement of the incident.

### WRITTEN COMPLAINTS

If you are asked to reduce your complaint to writing, a supervisor will provide you with a complaint form. Once completed, the supervisor will go over your complaint with you and ask you to sign it before a notary. The complaint will then be classified and assigned for investigation.

### NOTICE OF THE OUTCOME OF THE COMPLAINT

At the conclusion of the investigation, you will be contacted and advised of the findings, either your complaint was supported by the investigation or it was not. You will not be advised as to what type of discipline an employee may have received.